


# DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY



## 1st Quarter FY14 Customer Survey Results Executive Board

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# LOTS OF CHANGES THIS YEAR

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## WHY CHANGE?

- Steadily decreasing response rate - did not meet goal all last fiscal year
- RBI Questions were a priority last year – now in sustainment
- Needed to streamline – too long and cumbersome

## WHAT DID WE DO?

- Pulse check with customers (phone survey)
- Determined survey needs to be more appealing
  - Shorter
  - More “real time” and relevant
- Met with business areas on questions



# WHAT'S DIFFERENT?

- Survey link sent monthly (vs. quarterly)
- Only targeting customers who used DLA Disp Svcs the prior month (vs. any who used us the whole prior year)
- Went from over 30 questions to 16 or less
- Three business area surveys now vs. five (combined Trans/Turn-in and RTD/LESO)
- Customers still only receive link one time in any six month period



# 1st Quarter ICE Survey High Level Summary

Business Area	OCT		NOV		DEC		1st Qtr TOTALS	
	Sent	Resp	Sent	Resp	Sent	Resp	Sent	Resp
RTD/LESO	1,270	<b>253</b>	443	<b>123</b>	291	<b>76</b>	2,004	<b>452</b>
Transportation / Turn-in	1,973	<b>253</b>	1,082	<b>155</b>	1,614	<b>290</b>	4,669	<b>698</b>
Hazardous Waste (HW)	144	<b>24</b>	49	<b>8</b>	35	<b>2</b>	228	<b>34</b>
General Comment Cards	<u>0</u>	<b><u>12</u></b>	<u>0</u>	<b><u>7</u></b>	<u>0</u>	<b><u>4</u></b>	<u>0</u>	<b><u>23</u></b>
<b>TOTALS:</b>	3,387	<b>542</b>	1,574	<b>293</b>	1,940	<b>372</b>	6,901	<b>1,207</b>
<b>Overall Resp Rate</b>	<b>16%</b>		<b>19%</b>		<b>19%</b>		<b>18%</b>	

FY14 AOP Response Rate Goal 16%

● 100%-90%    
 ● 89%-70%    
 ● 69%-0%

Business Area	OCT	NOV	DEC	1st Qtr	R/Y/G
RTD / LESO	96%	92%	97%	<b>95%</b>	●
Transportation / Turn-in	95%	94%	95%	<b>95%</b>	●
Hazardous Waste (HW)	95%	100%	100%	<b>98%</b>	●

**Q1 96%**


FY14 AOP Goal is 90%


















# Standard ICE Questions 1st Qtr. Results

 5.00-4.00

 3.99-2.75

 2.74-0

Please rate these areas on a scale of: Excellent (5.0)/Good (4.0)/Okay (3.0) /Poor (2.0)/Awful (1.0)

	REUT /LESO	TRANS/TUR N-IN	HW Disp
Question			
Facility Appearance	4.36 	4.24 	4.00 
Employee Staff/Attitude	4.60 	4.52 	4.44 
Timeliness of Service	4.39	4.30	4.15
Hours of Service	4.21 	4.29 	4.42 
Did the product or service meet your needs?	97% 	96% 	97% 
Overall Satisfied	95% 	95% 	97% 

100-90%

89%-70%

69%-0%



# Standard Question (All Business Areas) 1st Qtr Results

This question was created in an effort to give customers an opportunity to rate us on the issues listed below that last year were addressed individual questions.

	100-90%	89%-70%	69%-0%	REUT /LESO	TRANS/TURN-IN	HW Disp
Question				DEC	NOV	OCT
<b>G3:</b> Thinking about your latest interaction with DLA Disp Svcs – did you feel <b>valued</b> as a customer?				93%	92%	91%
<b>G3a:</b> If you answered no, please select from the drop down where we can most improve						
- Ease of doing Business				30%	31%	25%
- Competency in resolving problems				11%	10%	0%
- Responsiveness (timely in getting back to you)				24%	30%	50%
- Consistency in stating procedures				8%	9%	0%
- Nothing listed above						



# Reutilization/LESO Customers

100%-90%

89%-70%

69%-0%

( x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>R1: Which type of Disposal Services customer are you? (470)</b>				
- Reutilization (168)	<b>36%</b>			
- Transfer/Donation (Combined) (3)	0%			
- LESO (276)	<b>59%</b>			
- Firefighter, CFL, Other (Combined) (13)	5%			
<b>R2: How would you rate your experience in using the Reutilization Transfer Donation (RTD) WEB (460)</b>				
- Good (314)	<b>68%</b>			
- Fair (122)	27%			
- Poor (24)	5%			



# Reutilization/LESO Customers

100%-90%    89%-70%    69%-0%

% of Customers who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>R3: If you requested assistance during the screening/requisition process, did you get the help you needed? (374)</b>	<b>93%</b>			
<b>R4: For DOD customer only - was the property delivered by the Required Delivery Date (RDD)? (148)</b>	<b>86%</b>			
<b>R4a: If "no" to the previous question, was the property delivered within: (19)</b>				
- 1-2 weeks of RDD (3)	<b>16%</b>			
- 3-4 weeks of RDD (6)	<b>32%</b>			
- more than 4 weeks of RDD (10)	<b>53%</b>			





# Transportation/Turn-in Customers

( x ) Represents number of respondents for that question 100%-90% 89%-70% 69%-0%

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>T1. How would you rate your experience using EDOCS (Electronic Document System) for retrieving your DD1348-1s? (657)</b>				
- Good (480)	<b>73%</b>			
- Fair (146)	<b>22%</b>			
- Poor (31)	<b>5%</b>			
<b>T2. When was your turn-in receipt (signed 1348-1) available in the Electronic Documents (EDOCS) system? (594)</b>				
- Less than 4 days (359)	<b>60%</b>			
- 4-5 days (118)	<b>20%</b>			
- More than 5 days (117)	<b>20%</b>			
<b>T3. How would you rate your experience using the Scheduler system? (542)</b>				
- Good (376)	<b>69%</b>			
- Fair (124)	<b>23%</b>			



# Transportation/Turn-in Customers

( x ) Represents number of respondents for that question

100%-90%

89%-70%

69%-0%

**% of Customers who answered Yes**

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>T4. If you agreed to have Receipt in Place (RIP) property, did we honor the agreed upon time for removal from your location? (241)</b>	92%			
<b>T5. If you turned in property at a Disp Svcs site and were sent back or called back later due to problems, what was the reason given? (130)</b>				
- Improper or lack of paperwork (70)	54%			
- Truck considered unsafe to unload (2)	2%			
- Radiation was detected (3)	2%			
- Hours of operation (6)	5%			
- Other (49)	38%			
<b>T6. If you experienced an issue with your turn-in or shipping, was it corrected to your satisfaction? If NO, please state specifics (in comments) (283)</b>	89%			



# Hazardous Waste Customers

100%-90%    89%-70%    69%-0%

x ) Represents number of respondents for that question

% of Customers  
who answered Yes

Question	1 <sup>st</sup> Qtr Surv ey	2 <sup>nd</sup> Qtr Surve y	3 <sup>rd</sup> Qtr Surve y	4 <sup>th</sup> Qtr Surv ey
<b>HW1. In the past month, have you retrieved HW information from the Disp Svcs web based reporting system? (32)</b>	<b>16%</b>			
<b>HW1a. If YES - how would you rate your experience in retrieving the information? (5)</b>				
- Good (2)	<b>40%</b>			
- Fair (3)	<b>60%</b>			
- Poor (0)	<b>0%</b>			
<b>HW2. Does your COR offer assistance for completing turn-in documentation needed to order services under your waste disposal contract? (32)</b>	<b>88%</b>			



# Outstanding Personnel

Employees complimented by name in survey comments:

## EAST

- Angela Sakryd (**Twice**) Meade
- Cindy Anderson Susquehanna
- Frankie Rivera Susquehanna
- Roosevelt Tennison Bragg
- Joe Williams Bragg
- Lucas Grant Lejeune
- Virginia Clarke-Wiggins St. Juliens Creek
- Tom Brown Cherry Point
- Douglas Wilson Jackson
- Marny Harrison Cape Canaveral
- Chris Newlund Ft. Dix

## MID AMERICA

- Carlos Santiago San Antonio
- Cindy Gutierrez San Antonio
- Scott Humburg (**twice**) Sparta
- Brandon Roderick (**twice**) Sparta
- Willie Mitchell Warner Robins
- Ronald Hill Warner Robins

## EUROPE/AFRICA

- Christopher Prado  
Kaiserslautern
- Phil Cole Molesworth
- Dick Molesworth

## WEST

- Christopher Comito Anchorage
- Monica Tilford (**twice**) Col Springs
- Steve Kelley (**twice**) Col Springs
- Bruce Galbreath Col Springs
- Michelle Clay Col Springs
- Rick Steenhoven Fairchild
- Daniel Files Hill
- Bill Getchell Holloman
- Terry Dale Holloman
- Steve Fernandez Kirtland
- Enrico Majillo Lewis
- Margaret Jones (**twice**) Nellis
- Dennis Morrison San Diego
- Lenore Vasco Tucson
- Johnny Rasnick Tucson
- Tom Wilgus Tucson
- Forrist Richardson Tucson

## PACIFIC

- Eric Mills (**twice**) Iwakuni
- Jodi Decker Iwakuni
- Mike Kelley Misawa

## CENTRAL

- Larry Bennett Bahrain
- Brooker Mansfield Bahrain



# Outstanding Sites

Sites complimented by name in survey comments:

## EAST

- Bragg **(twice)**
- Cherry Point **(twice)**
- Eglin **(three times)**
- Groton
- Jackson **(twice)**
- Lejeune **(twice)**
- Meade **(three times)**
- Norfolk **(twice)**
- St. Juliens Creek **(twice)**
- Susquehanna

## WEST

- Anchorage **(twice)**
- Colorado Springs
- Kirtland **(three times)**
- Lewis
- Nellis
- Port Hueneme **(twice)**
- Tucson

## MID AMERICA

- Campbell
- Columbus
- Gordon
- Oklahoma City
- San Antonio
- Scott
- Wright Patterson
- Warner Robins

## EUROPE/AFRICA

- Molesworth
- Kaiserslautern

## PACIFIC

- Hawaii (Pearl Harbor)
- Misawa
- Okinawa

## HQ

- Transportation Office
- LESO



# Sample Comments

## (Site Compliments and other comments)

I am not able to retrieve the DD 1348-1 in EDOcs. Can not retrieve any documents in EDOcs. This is a major concern and irritation.

★ Holloman has been "OUTSTANDING" when dealing with this office for the past 7 years as an LESO customer. They were "OUTSTANDING" previous to that when I was still in uniform and a member of DoD/RLSO El Paso.

Would like to see more pictures and better descriptions of items on the website. Its so hard to figure out what something is by a generic one size fits all.

★ Thanks to the DRMO folks we are comfortable turning in any items ... We sincerely appreciate all the hard work and efforts of ALL the DRMO staff at Incirlik. ....everyone provided guidance and assistance. Keep up the great work!!

I'm have trouble scheduling a date for the drop off. It is telling me i do not have enough to turn in.

★ DLA Disp. Svcs. Groton always meets or exceeds my expectations. When I have questions, they answer them. When I need to have them sight my property prior to turn in, they come in a reasonable amount of time. I am very satisfied.

★ The Team at Pearl Harbor always helps us with anything that may come up, in regards to scheduling, paperwork, etc. They are always quick to respond to any request.

★ Overall I feel that layout of this program is very good and the Staff that I deal with here in Kuwait is amazing and truly helpful.

★ Quicker approval response into STIDS sometimes have to wait up to 2 weeks for approval on documents. Quicker approval on request appointments....

★ For Sam Houston, San Antonio, Texas has always been more than helpful. Their staff is always willing to go the extra mile when it comes to customer service.



# WHAT ARE CUSTOMERS SAYING?

Very consistent with last (and past) years

- More photos ... more photos ... more photos  
.... more photos ... more photos
- More and better property descriptions
- Way too long of a wait time to get appointments
- Need more FTEs at these sites
- Struggles with ETID, ETID approvals and EDOCs

**51 Site  
Compliments!**

**43 Employee  
Compliments!**



# FINAL THOUGHTS

- Believe the new survey methodology was the right move
- Very excited about hitting or exceeding Response Rate Goal all three months of Q1!
- Overall satisfaction remains **GREEN** and above goal.
- RBI concerns (from a customer perspective) seem to be gone)
- Themes are very consistent every time ...  
Good that we are making progress on photos!